

## OVERVIEW

Technical Account Management (TAM) is the highest level of our consulting services with the simple goal to provide you, the client, with the technical knowledge to get the most value from your Alluxio Data Orchestration deployment, while building a stronger, privileged relationship with Alluxio.

Our Technical Account Managers (TAMs) are seasoned professionals with technical expertise and business acumen to help you achieve your business goals. They have the deepest insights into how Alluxio works across many organizations. They'll work closely with you to understand the unique needs of your business and become your trusted advisors and liaisons at Alluxio. TAMs also proactively provide critical information – such as technical alerts, product notifications, and best practices updates – in a timely manner.

Major benefits of using the TAM service include:

- Getting assistance with performance optimization and tuning
- Reviewing use cases by engaging at a technical level
- Conducting sizing exercises and health checks
- Tracking and oversight of critical issues and escalation management
- Preparing for critical business cycles (e.g., Black Friday for a retail business)
- Providing valuable feedback to Engineering and Product Management teams at Alluxio
- Receiving insight into upcoming Alluxio release content and product roadmap

## ENGAGEMENT APPROACH

Typically a TAM will get involved in pre-production discussions and will stay engaged during go-live and post-production for as long as you desire. You can purchase the TAM service in daily increments, starting with 1 day/week up to 5 days/week.

## DELIVERABLES

Once a TAM is assigned to your account, he/she will meet with you on a recurring basis and work with you to determine the deliverables.

## EXPENSES

Reasonable travel and expenses incurred in conducting on-site activities at the client's site shall be billable to and paid by the client upon receiving invoice with expense report and receipts.

[Book an introduction with an Alluxio Consultant to discuss your requirements](#)